

1 AN ACT concerning regulation.

2 **Be it enacted by the People of the State of Illinois,**
3 **represented in the General Assembly:**

4 Section 5. The Language Assistance Services Act is amended
5 by changing Section 15 as follows:

6 (210 ILCS 87/15)

7 Sec. 15. Language assistance services.

8 (a) To insure access to health care information and
9 services for limited-English-speaking or non-English-speaking
10 residents and deaf residents, a health facility must do ~~one or~~
11 ~~more of~~ the following:

12 ~~(1) Review existing policies regarding interpreters~~
13 ~~for patients with limited English proficiency and for~~
14 ~~patients who are deaf, including the availability of staff~~
15 ~~to act as interpreters.~~

16 (1) ~~(2)~~ Adopt and review annually a policy for
17 providing language assistance services to patients with
18 language or communication barriers. The policy shall
19 include procedures for providing, to the extent possible as
20 determined by the facility, the use of an interpreter
21 whenever a language or communication barrier exists,
22 except where the patient, after being informed of the
23 availability of the interpreter service, chooses to use a

1 family member or friend who volunteers to interpret. The
2 procedures shall be designed to maximize efficient use of
3 interpreters and minimize delays in providing interpreters
4 to patients. The procedures shall insure, to the extent
5 possible as determined by the facility, that interpreters
6 are available, either on the premises or accessible by
7 telephone, 24 hours a day. The facility shall annually
8 transmit to the Department of Public Health a copy of the
9 updated policy and shall include a description of the
10 facility's efforts to insure adequate and speedy
11 communication between patients with language or
12 communication barriers and staff.

13 (2) ~~(3)~~ Develop, and post in conspicuous locations,
14 notices that advise patients and their families of the
15 availability of interpreters, the procedure for obtaining
16 an interpreter, and the telephone numbers to call for
17 filing complaints concerning interpreter service problems,
18 including, but not limited to, a TTY number for persons who
19 are deaf or hard of hearing ~~T.D.D. number for the hearing~~
20 ~~impaired~~. The notices shall be posted, at a minimum, in the
21 emergency room, the admitting area, the facility entrance,
22 and the outpatient area. Notices shall inform patients that
23 interpreter services are available on request, shall list
24 the languages most commonly encountered at the facility for
25 which interpreter services are available, and shall
26 instruct patients to direct complaints regarding

1 interpreter services to the Department of Public Health,
2 including the telephone numbers to call for that purpose.

3 ~~(4) Identify and record a patient's primary language~~
4 ~~and dialect on one or more of the following: a patient~~
5 ~~medical chart, hospital bracelet, bedside notice, or~~
6 ~~nursing card.~~

7 ~~(5) Prepare and maintain, as needed, a list of~~
8 ~~interpreters who have been identified as proficient in sign~~
9 ~~language and in the languages of the population of the~~
10 ~~geographical area served by the facility who have the~~
11 ~~ability to translate the names of body parts, injuries, and~~
12 ~~symptoms.~~

13 (3) ~~(6)~~ Notify the facility's employees of the language
14 services available at the facility and train them on how to
15 make those language services available to patients
16 facility's commitment to provide interpreters to all
17 patients who request them.

18 (b) In addition, a health facility may do one or more of
19 the following:

20 (1) Identify and record a patient's primary language
21 and dialect on one or more of the following: a patient
22 medical chart, hospital bracelet, bedside notice, or
23 nursing card.

24 (2) Prepare and maintain, as needed, a list of
25 interpreters who have been identified as proficient in sign
26 language according to the Interpreters for the Deaf Act and

1 a list of the languages of the population of the
2 geographical area served by the facility.

3 (3) ~~(7)~~ Review all standardized written forms,
4 waivers, documents, and informational materials available
5 to patients on admission to determine which to translate
6 into languages other than English.

7 (4) ~~(8)~~ Consider providing its nonbilingual staff with
8 standardized picture and phrase sheets for use in routine
9 communications with patients who have language or
10 communication barriers.

11 (5) ~~(9)~~ Develop community liaison groups to enable the
12 facility and the limited-English-speaking,
13 non-English-speaking, and deaf communities to insure the
14 adequacy of the interpreter services.

15 (Source: P.A. 93-564, eff. 1-1-04.)

16 Section 99. Effective date. This Act takes effect upon
17 becoming law.